

## **Employee Performance Code**

### **1. Report to work on-time and fit for duty**

Since our mission is to provide safe, reliable on-time service, we will arrive at work before our assigned time. We will take personal responsibility to be well rested and free of the influence of drugs or alcohol or any other substances that affect behavior or job performance. We will come to work in control and mentally alert. We will care for our mental, physical and emotional health.

### **2. Practice safety in all work activities**

At a minimum, our customers deserve and expect to be safe when using our services. Our families also expect us to return home safely at the end of our work shift. We, therefore, will always put safety ahead of schedule. We will follow all safety rules. We will pay attention to driving defensively and will not engage in high risk activities. We will take seriously the special needs of each passenger and we will be prepared for and understand how to deal with emergency situations.

### **3. Demonstrate high levels of skill in our jobs**

We are professional. We will take every opportunity to learn ways to improve our performance while on the job. We will set high standards and constantly search for innovative ways to improve performance. We will continue to learn through on-going re-education and training. We will take the performance review process seriously.

### **4. Respect the property of the transit agency and co-workers**

We respect that the tools of our trade were purchased through tax dollars. We will diligently care for the equipment through pro-active measures such as careful inspections and reporting of defects. We will set an example for others by caring for our work environment. We will take seriously our responsibility to neither abuse nor use facilities or equipment for personal gain. We will not violate the personal property of co-workers.

### **5. Treat co-workers with dignity and respect**

We understand that this agency is made up of a diverse workforce. We will respect the rights of individuals to be different from us. We will take an active part in creating a friendly working community. We will extend common courtesies to each other. We will not engage in gossip or other damaging or harassing activities against our co-workers. Supervisors may discipline, but will always do so with dignity and respect. Rules will be applied fairly while honoring individuals' special needs. Confidentiality of personal or sensitive information will be diligently protected. We will be honest with each other at all times.

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### **6. Treat customers with dignity and respect**

We acknowledge that customers are our business and that each person who contacts the agency or who uses the service is the very essence of why this agency is necessary. We will listen to their questions and provide them helpful information. We understand that our mission is to provide safe, reliable, on-time service that people can depend on. We will welcome them and thank them for using our services. We will treat them with dignity regardless of their age, gender, race, ethnicity, religious beliefs, disability, economic or social status. We acknowledge that while the customer may not always be right, they always deserve dignity and respect.

### **7. Present a positive image of the agency when performing job duties**

We acknowledge that we are professionals who will look and act as professionals. This will start with personal responsibility to care for our hygiene, be neat in our appearance and wear clean and appropriate clothing. We will be positive with the public when speaking about the agency. We will use the in-house meetings with managers / supervisors to solve problems and improve morale. We will embrace the agency's values and apply them to both co-workers and customers.